

\$105

BACKSTAGE



Exciting
Summer '75
20TH BIRTHDAY
Bicentennial
issue!

BACKSTAGE PROFILE



MARK LENIHAN

HOME: Swiss Family Robinson Treehouse.

AGE: 23.

PROFESSION: Insulting Old Ladies, Tree Climbing, Sleeping.

MOST MEMORABLE BOOK: The Jungle Cruise S.O.P.

LAST ACCOMPLISHMENT: Single-handedly spied 47 consecutive trips in a row, in an empty boat, after Park closing.

QUOTE: "The mass precipitation of iniquities is usually, but not always, inversely proportional to the happenstance of the bananas."

PROFILE: Devil-may-care attitude, aloof, distant, in fact — weird.

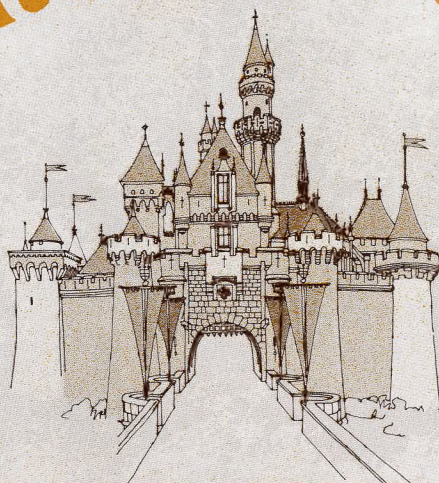
HIS MAGAZINE: Backstage.



Authentic. There are thousands of magazines that might interest Mark, but few are authentic enough to supply the mental stimulation and sophistication that he craves. The quality of Backstage's world-renowned humor is sure to keep him occupied for some time, long after he finishes coloring in the pictures.

Mark never varies.

Disneyland's 20th Birthday



BACKSTAGE

SUMMER 1975

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"Welcome to Disneyland! My name is Johanna and I'll be your guide for the next three hours. The tour will take us all through the Park; we'll visit all seven Lands and go on five attractions: the 'Steam Trains,' 'Pirates of the Caribbean,' 'Country Bear Jamboree,' 'America Sings,' and 'It's a Small World.' " With a few phrases the tour begins, and for the curious guest, a glimpse into one of the fascinating jobs in the Park.

"...it's been my pleasure!"

Everyone sees this familiar scene outside of the Tour Gardens, but very few of the guests or employees realize the Backstage effort necessary to ensure the smooth flow of arriving guests and departing tours. The first tours were dispatched from the Baby Station where

the original ten tour guides waited in the lounge until a tour formed. Initially, orange juice was given to the waiting guests, "and that was an absolute panic; we'd run back and forth, serving, and of course we'd run out. No sooner would the tour be formed, then the kids would

have to go to the bathroom," Cicely Rigdon recalls. The orange juice was dispensed with. Jeanne Grado, from Carefree Corner, remembers setting up the Tour Guide area in the mornings (cleaning tables, getting orange juice, cups, etc.) and listening to the Town Crier. He



would announce the events of the day, such as what employees had birthdays, or what celebrity was coming. "There was a very close feeling to the other employees," said Jeanne. The original tour started with the "Steam Trains," included the "Jungle Cruise," "Mine Train," "Peter Pan," the "Monorail," and concluded at the "Art of Animation" in Tomorrowland.

At the beginning of the Guided Tour program, the Guides were older housewives who were available during the day (perhaps that was an inducement to Cicely Rigdon's advancement to Supervisor — to get out of those "dreadful knee socks!") The concept then was different;



Tour Guides of long ago

more emphasis was placed on "selling the tour" to arriving guests at the Main Gate, or hopping the arriving busses to "book in" the tour. Now, the Guide is seen as a Hostess to accompany guests if they choose a tour.

From this sketch, it is apparent a lot of change has taken place, most of it due to Cicely Rigdon, the Guest Relations Department Supervisor. After repeated turn-downs, she was finally hired into the Park in 1957 as a Ticket Seller, and in 1959 she transferred into the department as a Tour Guide. Her step-by-step advancement is one of the reasons why she is able to maintain control of such a diverse department, and still gain the confidence of "her girls." Her touring experiences enable her to remain very much in touch with the girls, and very aware ("I know what they say; I used to sit in the lounge and talk myself").

Conversing with Cicely is fascinating, as she easily recalls her many experiences.

"We're here to be of service."

She remembers the very first lady she ever had on tour ("she was from Iowa, and carried a bag from Knott's") and the silly, "really dumb" jokes she would tell to tours. Another reason for the department's efficiency is her secretary, Irene Spadafora. They work well together, and share the same philosophy about the job:



"We're here to be of service." The imprint of Cicely's personality is felt throughout the department: very candid, warm and concerned.

An opinion of many of the Tour Guides is that the nature of their job is misunderstood. Usually fellow employees only see the girls smiling for the guests' cameras. What an easy job, you say? Consider this: you are issued some fifteen to twenty-five guests, and you are supposed to be warm, friendly, courteous, concerned, entertaining, aware, helpful, loyal, reverent, thrifty . . . etc.! Guides actually do stand in line with the guests (a 45-minute wait for Pirates is no heresay — it's been clocked numerous times). If last night was the Banana Ball, or it's your second tour of a sweltering day that began with a pre-dawn canoe race, it's a strain to keep your priorities in perspective. For the next three hours (or record six in crowded August) you are supposed

to gaily wend your way through five attractions for the 739th miserable time and at the same time weave a web of wonder and answer (rather, encourage) your guests' questions ("How much longer is the tour going to take?").

Besides the most obvious aspect of touring, the Guest Relations Department includes a variety of other responsibilities. Out at Main Gate, at the end of the ticket booths, is a small building entitled Guest Relations/Group Tours. This is staffed by one of the Guides in a Hostess costume, and it is here that the Hostess, or VIP tours originate. This girl must ensure the smooth and gracious greeting and treatment of arriving guests. The complimentary tickets from the Lessees or Disney Corporation and the list of VIP tours with their assigned Hostesses demand careful attention, while all the while she courteously fields questions from passing guests ("What are you doing here?"). *Continued*

Probably the most demanding job is that of the City Hall girl. This requires a girl with the skills of nurse, babysitter, answer-man, weather forecaster and target. Bonnie Krueger is the girl who exercises her patience and tact year-round behind the desk. Mikki Wilder is among the minority who like this job because "I like a challenge. You have to relate to these people and their problems, plus find the answer." Bonnie must know all the answers: names of supervisors, where



to get them (their eating habits), who to call when, and all the phone numbers. What are the questions? City Hall is where one is directed to: leave messages, reclaim lost children, ask Park information, get transportation information, register complaints (and hopefully compliments), receive ticket adjustments, and obtain complimentary tickets for gold and silver pass-holders. This is the girl who smiles her way through a lobby of people, all wanting instant, individual attention. Guests demanding *why* can't they page junior ("It is a medical emergency — I'm gonna die if I don't get home"); angry, wet guests outraged that the Park stays open in the rain ("Why don't they cover Disneyland with a dome?"); confused newcomers ("Do you have a guide?"); the homeless ("I can't find anybody"); to the idle jokers ("Where's the Mayor?" "Is this the jail?"), represent the spectrum of situations she is expected to deal with courteously and sanely.

A little-known task that Tour Guides do is that of taking surveys. These are taken for several different purposes; opinion polls on names for new movies, or general opinion polls of the guests. One of the most unusual surveys is the "bathroom survey", a simple, walking inventory. This is an aid to Janitorial where the researcher probes such provoking issues as: How many basins in use? How many guests waiting to use basins? How many using mirrors? etc.

Do you have an inquisitive mind? Are

you stimulated by boundless vistas of uncharted fact? Then information phones on Saturday morning is the place for you. Experience the thrill of nine lines, insistently flashing for a response from you and a mere three other girls. Meet the challenge of correctly, courteously, and quickly distributing accurate information to the shifting glowing buttons. Before special events (Spring Fling, Candlelight Ceremony), the frantic calls multiply to over 6,000 a day. Guides whose tour isn't "up" (due) are given the uncertain task of answering the information phones which are located in City Hall adjacent to the omnipresent ear of Cicely.

The deluge of mail is another aspect of Guest Relations. Up to 2,100 pieces arrive monthly, and each receives a response. All are tabulated by place of origin, and interestingly, a tremendous amount come from "Polska" (Poland). Careful printing in stilted English respectfully requests "prospects" (brochures) of information. Geography sets no boundaries on the letters from children to Mickey. Breathless accounts of their visits, confiding dreams (one junior entrepreneur wanted consultation on his plans to open "Bugland"), and clumsy crayon drawings arrive regularly. Letterheads from all over the world are shuffled in with requests for Snow White to become a pen pal.

A counselor for the confused, repose for the ramblor, and notation of newcomers, the girls over in Carefree Corner are there to help. Guests come in to

"registrate" in one of the ledgers representing each state and the world. They sign in at a rate of some 4,000 a month (November) to over 4,000 a week (August). The daily bombardment of questions could be dismaying, but Jeanne Grado has the required patience. She summarizes her attitude: "I always like to treat people like I want to be treated. When they come in you want them to feel like they're really welcome, like they're really something special." Besides guest registration, the majority of the girls' time is spent in giving Park information, including the perennially-popular all-Park refrain of "Where's the bathroom?"

An important internal responsibility is the training of the new girls. Cicely recalls that originally the girls were just pointed where they were to go. She initiated an organized program that included the hiring of foreign-language guides. Presently, in addition to the general Park orientation, training takes about three weekends. Johanna Scillieri, who does the training, summed up the overall goal as "to be able to handle any situation, and to make the right decisions." For a new girl, the task of meeting the needs of a group of strangers is lessened by the information she received during this course. "What if . . . someone gets lost?" "What if . . . one of the attractions break down?" (Evacuation procedures are discussed). "What if . . . a lady goes into labor?" (It happened). As demanding or as difficult as each class can be, Johanna recalls the



special times; "I was in the phone room when twelve dozen red roses and one white one were delivered to me (there were twelve girls in that class). I just cried."

The last day is memorable; each new girl is assigned a Big Sister whose tour they accompany in costume for the first time. Then in the afternoon, the Big Sister goes on their first tour to help. Johanna and Cicely try to match each new girl with her compliment; people who are alike, or an outgoing girl with one who is shy only because she is new. But before the tours — the spiel test, a challenge that grows more awesome as the day approaches. At the start of training each girl is given some eleven pages of script to memorize verbatim. The purpose of this exacting standard is to ensure that each girl knows the facts correctly.

Oh, the terrors of the first tour! There you are, confronted with the now all too-real collection of GUESTS! There is your clay — and you are supposed to shape it into a TOUR! You can't turn away, your glaring red knee socks expose you. Out of necessity, a Tour Guide is born. Most girls quickly recall the confusion of that first day. "My first tour I got lost!" remembered Jody Russell. "In my head I was on page five which was Fantasyland, and there we were in Frontierland, page eight. So I just said, 'Hey, we're lost!'"

The 46 Tour Guides represent a wide variety of interests and skills. Many of the girls attend school, and their majors encompass such fields as Industrial Arts,

Cinematography, Public Relations, and Physics. The girls speak and study an assortment of languages; the majority speak Spanish and/or French, while others speak German, Japanese, Italian, Russian, Hungarian, Dutch, and sign language. There are a number of girls who are married. Most will say that it is the other girls who help make their job so fascinating to them; "It's the dichotomy of interests," as Carol Looney explains. In the lounge or off work the girls share their experiences; many ski, and all kinds of handiwork make an appearance, especially around Christmastime. Hermina Vreenegoor has studied figure skating for a number of years, there are several accomplished cooks, and Neineke Hardenbol and others are self-confessed language freaks. Donia Ruescher compiled a Hostess Training Manual last year, as a result of months of concentrated work. Various girls really enjoy backpacking, and some have artistic talents. Cheryl Glancy is trained in cake decorating, and there are those with a green thumb (a few with a black thumb, too).

What is really enjoyable is the scarcity of conflict in a department of all girls that expands up to 80 in the summer. There are confessions of initial dismay at the thought of a "bunch of dames", but many of the girls become close friends. "It's really an education, learning to work closely with so many others," Johanna noted. Cicely herself deliberately planned to create this kind of positive moral when

she first became Supervisor. To this end there are a number of social activities in addition to all-Park events. Each spring there is a breakfast to meet the new summer Tour Guides, and is also the time of the Fashion Show, the purpose of which is to raise money for the Summer Banquet. Cicely originally planned the Banquet as a formal affair, however, more recently it has become a costume ball with prizes going to the outstanding (or standing out?) attires. In addition, the Tour Guide of the Year is recognized at the dinner. The Tour Guide Annual which is compiled each summer becomes a part of the treasured memories each girl carries from her job. Many of the cooks collaborate to publish a cookbook of favorite recipes. Featured in last summer's edition were such memorables as Karen Duffy's "Coke over Ice" (open a can, assemble ice cubes and glass . . .) contrasted with Suzanne Stoltis' "Pork Chops Supreme."

The average Tour Guide doesn't exist, and it's difficult to describe her day. But when you see a Guide gesturing over to Tom Sawyer's Island for her tour, recycling children, or, crop in hand, walking back down Main Street, remember that her attitude may be summed up in her parting words to her tours:

"...it's been my pleasure!"



WELCOME



BACK, ABE

*"What constitutes the bulwark of our liberty and independence?
It is not our frowning battlements, our bristling sea coasts, these are not
our reliance against tyranny . . . our reliance is in the love of liberty
which God has planted in us."*

A. Lincoln

Three years before he was inaugurated as our Nation's sixteenth President, Abraham Lincoln spoke these immortal words at Edwardsville, Illinois. Perhaps he would be humbled to know that his words are as important to us living one hundred years later as to those for whom they were written. He might have been equally amazed to learn that the same people living a century later gathered by the thousands daily to hear these and other meaningful words from an incredibly life-like figure of himself. The figure is, of course, the Audio-Animatronics Abraham Lincoln first created by Walt Disney and his Imagineers at WED Enterprises for the 1964 New York World's Fair. By the beginning of Summer '75 this popular President will return to Disneyland's Main Street in the attraction entitled, "The Walt Disney Story, Featuring Great Moments With Mr. Lincoln," sponsored by Gulf Oil Corporation.

Walt always felt strongly about the man from Illinois, and was even able to quote passages from Lincoln's speeches. This could be one of the reasons why he chose Mr. Lincoln as the first "human" full scale Audio-Animatronics figure for a Disney attraction. At the Illinois Pavillion at the Fair, visitors were awed to see the Great Emancipator "in person." The acceptance of the Lincoln figure by the public prompted Walt to have the performance moved after the Fair was over to Disneyland's Main Street Opera House in mid-1965.

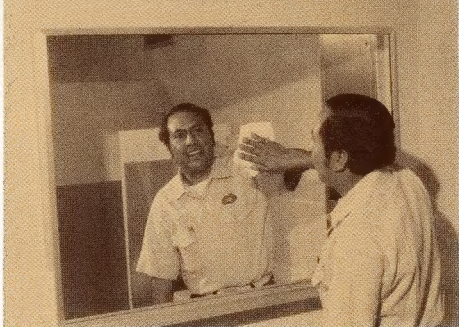
In 1973, the Walt Disney Story, an accurate and interesting presentation of Walt's dreams and accom-

plishments, replaced Mr. Lincoln. He was to return later with all the Presidents in an attraction called, "The Hall of Presidents," a favorite of guests visiting Walt Disney World. It soon became evident, however, that the public really missed Abe, and letters and guest's suggestions caused WED designers to plan for his timely return to the Park.

In the pre-show area of this coming attraction, one will still have the opportunity to view some of Walt's greatest accomplishments, from the creation of Mickey to the art of animation and the fascinating development of Audio-Animatronics. In a new film to be viewed in the pre-show, Walt describes Audio-Animatronics in this way: "It's sort of another door that's opened for us. You see our whole forty some-odd years here has been in the world of making things move, from a drawing through all kinds of little props and things . . . now we're making human figures . . . animals . . . anything move through the use of electronics . . . It's a new door . . . a new 'toy' for us . . . and we hope we can really do some exciting things in the future." Also still on display in the pre-show area will be numerous awards and citations presented to Walt over the years. After seeing this "time capsule" of Walt's life, guests will enter the 500-seat theater to see and hear Abe himself.

In celebration of America's 200th birthday, what could be more appropriate than to offer this dramatic presentation — free of charge — to all of our guests. Truly, "The Walt Disney Story, Featuring Great Moments With Mr. Lincoln" is a performance you are not likely soon to forget.





PEPE MUNOZ

"A Family United." That's what Disneyland's Janitorial Department is all about according to Pepe Munoz. Since 1968, when he joined the ever-efficient crew of Magic Kingdom Sweepers, Pepe has been an area foreman in every land spending over 10,000 hours with a pan and broom.

For the past year, Pepe has been on a special Janitorial utility crew. His new working hours are 5:00 a.m. to 1:30 p.m. "We work anywhere in the Park, wherever they need us," Pepe explained. "This crew is mainly for big jobs in the Backstage area or clean-up after re-habs."

Pepe spent two years as a foreman on Main Street. "I think I liked working the Christmas parade best of all," said Pepe. "At Christmas-time, people seem happier and more kids have bigger smiles on their faces. I like that." Pepe remembers once during a parade, a lady dropped an ice cream cone on a little boy's head. "I tried my best to clean him up," said Pepe, "but the boy didn't seem to mind, he just wanted to see Mickey Mouse."

Pepe talks with pride about the Janitorial Department. According to him, Disneyland and Walt Disney World have the best cleaning equipment in the world. "Even more important though is the people," explained Pepe. "Everyone in Janitorial takes pride in keeping Disneyland clean. Regardless of where you work, you are going to make it shine." The cleanliness of Disneyland is known throughout the world, and Pepe attributes that reputation to the employees. "Everyone works as a team," he said, "and that's very important. Even though people may have different interests outside of the Park, when we're at work we are a team, a big family."

Pepe participates in many of Janitorial's recreation events. He was on the basketball team for two years, boasting one championship season. The Janitorial crew organizes three sports teams every year, trips to professional sporting events, and recently participated in an ice-broom hockey game against the Park's Ride Operators.

Pepe finds time to perform assistant coaching duties for Yorba Linda Little League, and enjoys motorcycle riding, water skiing, and "anything outdoors." Originally from Scotts Bluff, Nebraska, Pepe was raised in Southern California and attended school in Anaheim.

Being part of "A Family United" is a nice feeling to have about your job. Disneyland's Janitorial Department is dedicated to keeping 76 acres of the Magic Kingdom spotless for our guests, and Pepe Munoz has been doing his share for some time now. He and the rest of the "family" deserve a great big hand.

PAT BULSECO

Discreetly tucked away in a corner of Tomorrowland is the Monsanto Lounge, an elegantly decorated rest stop for Monsanto's guests while at Disneyland. One of the best reasons for stopping at the lounge is to meet Pat Bulseco, Administrative Assistant, Hostess and a real Disneyland trooper.

Pat's bubbling personality and friendly smile have made her a valuable asset to the Disneyland team since 1968. She began as a Ride Operator on the Storybook Land Canal Boats, became a Payroll Clerk in the old Operations office, and worked as a Fantasyland secretary. Pat moved upstairs as executive secretary to the Director of Entertainment and handled much of the celebrity bookings for the Walt Disney World opening. In July of 1973, Pat found it easy to terminate at Disneyland and join Monsanto because she knew she would still be working in the Park. Pat took six months off between these jobs to be an American Airlines Hostess based in New York.

"Monsanto customers come here from all over the world," explained Pat. "I love taking the guests on tours if they have never been here. You can really live the experience through the guests' eyes. That's the best part of this job." Pat says the enthusiasm displayed by the guests really rubs off. "Even if you've been on Small World 400 times, it's the first time for the guests and I think that's what counts."

Pat loves to ski and is an active member of the Disneyland Ski Club. In 1972, she was secretary of the Disneyland Recreation Club and was Clubs Chairman in 1973. Her husband, Bob, an Assistant Vice-President at Union Bank in Los Angeles, met Pat when he was employed in Disneyland's Security Department in the late sixties. Pat has attended Mt. San Antonio College, where she received her AA degree, and is currently working on an Early Childhood Education Certificate at Santa Ana College.

"I know I really love working here," said Pat, "otherwise I would have left years ago." From entertaining guests through Storybook Land, to serving dinner 40,000 feet in the air, to taking tours through the Happiest Place On Earth, Pat Bulseco has lead an exciting life for such a young lady. And through it all she has retained her genuine warmth and enthusiasm that projects to everyone she meets.



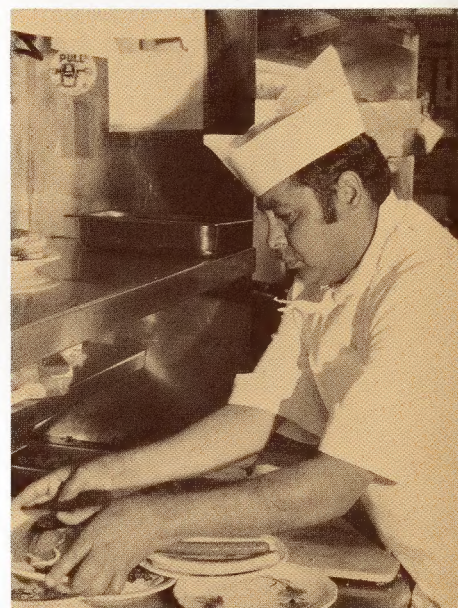
OSCAR MARTINEZ

Oscar Martinez cooks his food orders to please the Disneyland guest. "A short-order cook is not a mass producer of hamburgers and hot dogs," says Oscar, a 19 year Disneyland veteran now manning the griddle of Carnation Main Street. Oscar is one of many of Disneyland's talented staff from Food Services.

Oscar was born in Brownsville, Texas, but lived much of his younger life in Helena, Arkansas, where he worked on a large cattle ranch. He didn't have much trouble finding a job when he moved to California in 1956. "I began working at Disneyland one week after I arrived from Arkansas," Oscar said proudly. Since that time he has worked in Fantasyland, Tomorrowland's former Space Bar, Plaza Gardens and Hills Bros.

In all those years Oscar has seen and been a part of many changes in the Magic Kingdom. "Of course, everything has improved," Oscar explained. "Machinery, cleanliness and efficiency have come a long way."

"I really enjoy working with the young kids," said Oscar. "Everyone here has always been friendly and helpful to me. I love to be with crowds, and this is such a happy place."



Oscar comes from a large family of two boys and ten girls. His immediate family is a little smaller than that. Oscar and his wife, Shirley Ann, have a 15 year old son, Michael Dale, an Anaheim High School student who wants to work at Disneyland someday. Shirley Ann was also one of Disneyland's first employees, working at Plaza Gardens during the first few years of the Park's operation.

Oscar enjoys watching baseball and football. "I used to play, too," he said, "but I've given up all that just like most men my age." Oscar has been preparing culinary delights in the Magic Kingdom for almost two decades and yet he still looks forward to every working day. "It's the people that make it worthwhile," commented Oscar. "Both guests and co-workers are the important part of my job." That's a philosophy worth thinking about.

familiar faces

by Ron Kollen

ESTHER VAUGHN



"Of course, I was on one of the New Orleans canoe racing teams for three summers, and that was really something," commented Esther Vaughn, a charming lady who calls Le Gourmet Shop her "home away from home."

Esther admits she was one of the "more mature" members of those canoe teams, "but working here makes you want to get up at 6:00 a.m. and paddle around the river with your friends." Esther says New Orleans Square is like one big happy family. "I love this area," she said. "The Food Hosts, the Sweepers, the Portrait Artists, everyone is just great! It makes coming to work fun." Esther says she notices something different about the Park everyday. "I've worked since I was 12 years old, and I've never had such a perfect job," Esther said. "The consideration the employees have for each other is carried to the guests. I can feel it in the air."

"Le Gourmet Shop has a very homey atmosphere, and I think our guests feel relaxed inside," said Esther. Browsing through the unique products and antiques one can find items from kitchens around the world. "The unusual things we have here are the best conversation pieces," Esther explained. "Guests are curious and want to know everything about the merchandise. I enjoy studying the history of the antiques so I can relay that to our guests."

"Not too many people know what a Flax Shredder is or what it is used for," said Esther. "It was used to shred fibers to make cloth in ancient Spain." Le Gourmet Shop is filled with many more interesting relics and Esther can tell a story about almost all of them.

Esther began her Disneyland career in 1968 working for the lessee jewelry store on Main Street. She started in New Orleans Square in 1969 and spent a year working on the outdoor nut cart, then moved inside to her present home.

Esther and her husband, Del, have two daughters, Lynne and Judy, and a son, Lon. Lynne is the mother of Esther's two grandchildren, Christopher and Jeffery. Judy is an airline stewardess for Sierra-Pacific Airlines of Mammoth Lakes, and Lon is an archaeologist. Since Del has retired from the Department of Defense, he and Esther have driven their camper through Oregon and California, fishing, camping and riding dirt bikes. Esther likes to spend her free time making small handcrafted items. "And of course I love cooking," she said. That is just one of the reasons Esther Vaughn feels at home in Le Gourmet Shop. Mainly it's because she loves people, and if you ask about Esther around New Orleans Square you'll find a lot of people love her too.

BOB HANNA

"There's no business like show business," wrote Irving Berlin, and Retlaw foreman Bob Hanna says that Disneyland is a real part of that show business.

Since 1959, Bob Hanna has been a dedicated member of the Disneyland cast, bringing with him an impressive background in entertainment. After having worked on every attraction in the Park, including the Storybook Land Canal Boats, Bob transferred to Retlaw and became a foreman at the Main Street Station controlling the Santa Fe and Disneyland Railroad throughout the Magic Kingdom.

Bob Hanna's story begins in the Roaring Twenties of New York. An aspiring young actor/singer/dancer from Findley, Ohio, lands the juvenile lead in the original Broadway production of "No, No Nanette." That same young man performs with famous fan-dancer Sally Rand at the 1932 World's Fair in Long Island. Now known as "The Golden Boy", he decoratively paints his body for one of his touring shows and makes headlines when he contracts lead poisoning. Now it's off to glamorous Hollywood, a big studio contract and stand-in jobs for George Raft. When success in "Tinseltown" diminishes, the aircraft industry offers secure employment and a gratifying position as supervisor in an aerophysics lab. Ill health removes our boy from the aircraft business. Seeing a need for a meeting place and a clean, social atmosphere for teenagers, he opens a restaurant in the San Fernando Valley.

And so, after a diversified career spanning over 30 years, Bob Hanna discovers Orange County and comes to work at Disneyland. "I love working here," said Bob. "I guess I'm enough of a ham to enjoy all of this." Recalling some bygone days, Bob remembers that while walking through the Park after closing, you could often see Mr. and Mrs. Disney sitting on a curb on Main Street. "They told me they enjoyed sitting there for a little while just after the guests had left," Bob added.

Bob has traveled extensively during the past 16 years, throughout Europe, nine times to Hawaii, and a two month cruise around South America. "One thing I found interesting on my trips is the dignity the Disney name carries around the world," Bob said proudly. "One tiny store in South America even accepted my Disneyland ID card as a credit card, even though they accepted no other forms of credit." Bob continued with a story about receiving the royal treatment at a Switzerland hotel when he promised to send Disneyland postcards to the entire hotel staff.

Bob Hanna is quite a guy. Ask any Retlaw employee. Better yet, look him up at the Train Station and get acquainted. An hour with the former "Golden Boy" is an education in itself.



MARIAN GALANIS

Marian Galanis is at home at the Tahitian Terrace. A professional waitress in the most honorable sense of the word, Marian has worked at every restaurant in the Park. In the summer of 1964, she joined the Lessee staff at the Red Wagon Inn (now the Plaza Inn). Marian took time off to have her youngest of eight children, and has since been a permanent member of the Disneyland cast.

"My goal is to make a guest's stay as pleasant as I can," said Marian. "I know that my contribution is just a drop in the bucket, but if it spreads to other employees eventually all the guests will feel it." She said she tries to take a positive attitude with everything, and feels that makes her job run smoothly. "My greatest self-satisfaction," Marian said, "is when a guest tells me, 'Thank you . . . we've had a nice stay.'"

Marian says she enjoys working with college-age people, "because it has enabled me to understand my children so much better." She takes a special interest in training new waitresses. "It becomes a challenge to get the girls to be good, guest-pleasing waitresses," added Marian. This Disneyland Hostess has seen two generations of students go through their college years working at Tahitian Terrace and the Blue Bayou, where she works when the outdoor restaurant is closed.

Marian has an interesting past. Born in the Philippines to a native mother and American father, Marian and her family left the Islands after the war and surfaced in San Francisco. "Even Northern California was too cold for what we are acclimated to," explained Marian, "so we moved to Los Angeles and I started school here." After spending her childhood and teenage years in East Los Angeles, Marian was married and set sail for another group of islands — Hawaii — where she lived until 1964.

In those years Marian and her husband, Anthony, raised eight children, Benita, 23, Chuck, 21, Cathy, 20, Michael, 19, Ben, 17, Laurence, 16, Stephen, 14, and Mikey, 11. Both Cathy and Benita worked at Disneyland some time ago for Sunkist and the old Indian Village, respectively. Marian's sister, Sally, was also a waitress at Disneyland until two years ago. Marian and Anthony have only Harbor Blvd. between them when they work, as he is Bar Manager of the Grand Hotel.

If you ask any of the younger employees Marian works with they will tell you that they call her "Mom." Marian loves that title of affection, saying, "I guess I'm their mother when they are at work, and we all need someone like that." One thing is certain: We need Marian Galanis.

Continued

familiar faces *Continued*

RUTH HARPER

"What a day that was! Even with all the press and celebrities everything ran smoothly." That was Ticket Seller Ruth Harper's description of Disneyland's 1955 opening day festivities.

Ruth attended one of the Park's original new employee orientations in early July of 1955. She began as a cashier at the Red Wagon Inn (now the Plaza Inn), and worked there for two years. During that time she got to know almost everyone in the Park. "One section of the Inn was called 'The Disney Room' where Walt entertained celebrity guests from all over the world," said Ruth. "We girls were fortunate enough to see many stars and personalities."

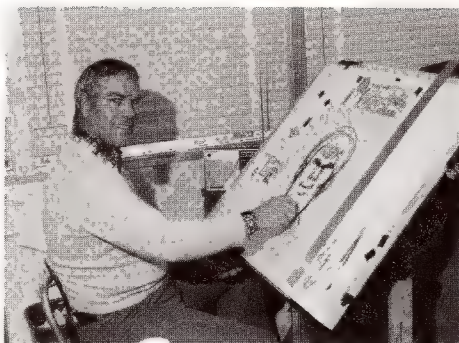
Ruth became a Ticket Seller in 1957 and is now a permanent fixture in the Tomorrowland/Fantasyland area ticket booths. Ruth says that she "wonders what other job I could ever find where I would have so much fun and earn money at the same time."

"I feel so fortunate to be working here," says Ruth. "Everyone here treats me as an equal and they aren't just doing it to be nice. They do it because they mean it." Ruth had polio over 30 years ago and now wears leg braces and walks with the aid of crutches. "That song, 'I Get By With A Little Help From My Friends,' really applies to me," Ruth continued. "Supervisors have always done everything to help me. I know that I am needed and cared for." Ruth wanted to admit one of her prejudices. "Sweepers are my best helpers. They are just the greatest bunch of boys, and I can't thank them enough."

Ruth is originally from Kansas, where she and her husband were in the restaurant business. Now a widow, she lives in Anaheim and enjoys baking and listening to classical music. "Many times I bring cookies and baked goods for my friends here," said Ruth. "I spoiled the Security Guards so much they wouldn't let me in the gate unless I gave them some of my homemade cookies."

Ruth and her niece took the DRC trip to Walt Disney World last year, where she enjoyed visiting with her Southern counterparts as well as the many friends she worked with at Disneyland who have relocated to Florida. "Disney World is really something," said Ruth. "Because we were employees we really got the grand tour Backstage, and anyone who has been there knows how exciting that is."

Backstage Disneyland is proud to salute Ruth Harper, a strong, friendly and all-around fine lady with a great amount of human feeling.



CHUCK BOYER

Walking past the first floor of the Administration Building outside the Park, one can look through the windows and see drafting boards filled with familiar Disney graphics and quite a bit of color. This is Marketing Art, Disneyland's personal art studio for advertising, promotion, special event tickets, posters and other visual communications.

Charles Boyer is one of Marketing Art's fine graphic illustrators. "Chuck" began work as a Portrait Artist on Main Street in 1960. After three months of pleasing guests with their pastel images, Chuck was asked to stand in for Disneyland's one Marketing Artist who was drafted. "When he got out of the army, there was enough work for both of us," said Chuck, "and that's how it all started." During those first few years of the sixties, Marketing Art was housed in the old Administration Building, which was simply two old houses put together on the back lot. "We sure have progressed since then," said Chuck. "In those days there were three of us huddled into one room, but now we have eight artists and, along with the Company, have grown tremendously."

Chuck spends many of his working hours with illustrations for such publications as Disney News and Vacationland, promotion posters, and printed advertisements. One of Chuck's specializations is the initial drafting of the Disneyland billboards located along the highways of the Southland. "Essentially we are a service department, working on various types of jobs throughout Disneyland," Chuck explained. "We have even designed retirement or 'goodbye and good luck' cards for terminating employees." Chuck also interviews and trains new Portrait Artists for the Park, works on story boards for television commercials, and designs props for publicity photos.

His primary specialty at Disneyland is the extremely delicate art of drawing the Disney characters. He approves all character illustrations before they are sent to the Studio for the final green light. "Disney characters are trademarked and must be drawn identical every time they are to be reproduced," Chuck explained. "The artist must use only brush and ink and follow explicit guidelines." He has been drawing Mickey Mouse and Donald Duck for 15 years and admits that it takes "great time, patience and practice."

Chuck attended Chouinard's Art Institute (now California Institute of the Arts), Art Center College of Design, and Otis Art Institute. Before bringing his talent to the Magic Kingdom, he was a technical illustrator in the aircraft industry. In 1969, Chuck founded the DRC's first Art Club, featuring a live drawing workshop for employees.

The next time you see a Disneyland advertisement or billboard — no matter where you may be — take a second look. It's a pretty sure bet that Charles Boyer was involved, along with his brush, his pen, and his talent.

JULIE STODDARD

"Disneyland, Come live it again." We've all seen and heard those radio, television and newspaper advertisements. Ever wonder how these ads get placed in our media? Julie Stoddard, as Manager of Vista Advertising, places those tapes, films and artworks on broadcast stations and in newspapers throughout the country.

Vista Advertising is a subsidiary of Buena Vista Distribution Company, which in itself is a subsidiary of Walt Disney Productions. In short, Vista is the in-house advertising agency for Walt Disney Productions, publicizing Disney movies, Walt Disney World, Disneyland and other Disney companies.

This makes Julie, a manager of the company for over two-and-a-half years, a very busy young lady. Walking into her office in the Ad Building, it is easy to see why Julie has to work late three nights to take one day off. In the morning she handles all Eastern business, telephoning Southern television stations for Walt Disney World, buying newspaper space for the opening of a new Disney feature movie, or paying for a radio spot aired the week before. Her desk is filled with media catalogues, bills, marketing surveys, TV schedules and copies of printed ads.

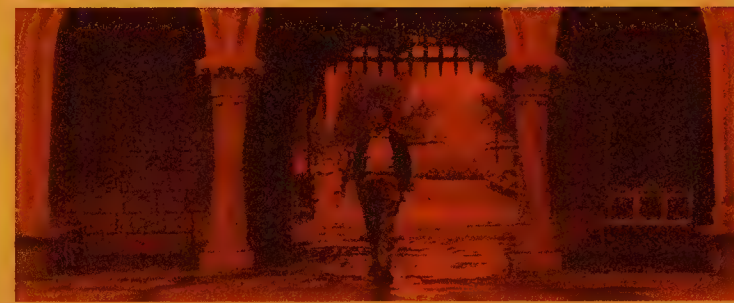


"An important part of our job is to check newspapers, radio and television to be sure our ads are run exactly as we requested," Julie explained. "There is a great difference between a commercial aired before 'The Waltons' than during the program." Julie explained that Vista Advertising is interested in research and planning. "We depend on marketing research to tell us where the Disney audiences are. We need to know how, when and where to appeal to each."

Julie has journeyed to Europe, the Bahamas, Mexico, 48 American states, studied a year in France and lived eight months in Greece and Israel.

A graduate of San Jose State University, Julie holds a B.A. degree in Advertising and Art. After graduation, she went to work for an advertising agency in San Francisco as a media estimator. She worked on accounts for Pepsi, Santa Fe Railroad, Schweppes, Burgermeister and some California vineyards. Three years and a second agency later, Julie moved to Southern California and entered the Magic Kingdom. The move south was a return home for Julie, who attended La Habra High School, and even worked at Disneyland. "I worked at the Emporium for two summers when I was home from school, and I never thought I'd be back to work here," she admitted.

But Julie Stoddard is back. Now she is a professional, in a rewarding position with the promise of an exciting future. ☺



"I've always wanted
to work on something
that keeps growing.
We've got that in
Disneyland."

WALT DISNEY



Every summer, Disneyland employees participate in the annual Canoe Races. This traditional rite involves getting up before dawn every week to meet fellow canoe team members at the Davy Crockett Explorer Canoes for paddling instructions, practice runs, semi-final timings, and – if you're lucky – the final race! For those of you who may be new to our summer ritual, we present a few inside pointers on Canoe Racing. Here is the

PADDLING PRIMER FOR ROOKIE ROWERS



LESSON 1

Every canoe team needs a gung-ho recruiter.

The recruiter keeps his eye out for promising prospective paddlers.

All the while keeping in touch with his scouts in other areas.

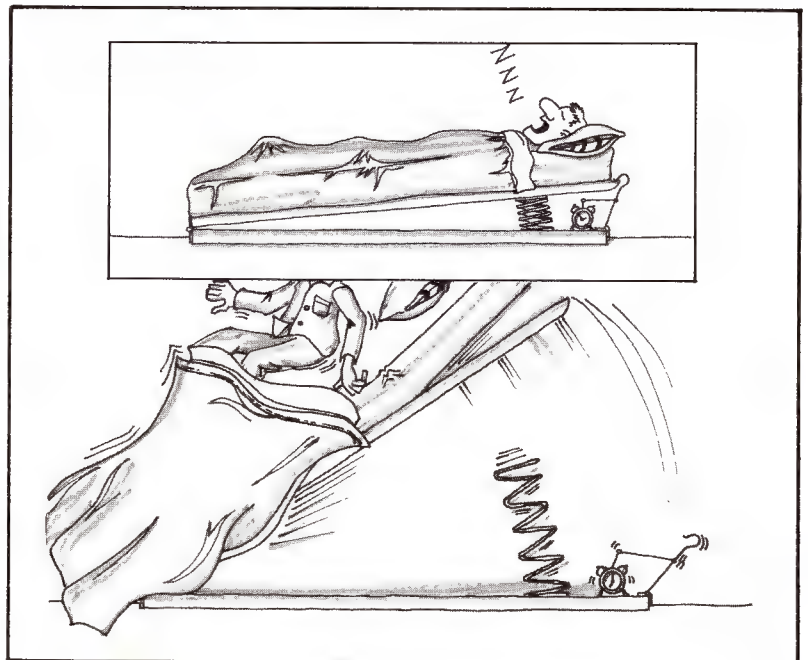
He will do anything to win.

The gung-ho recruiter wants a winning team in order to feel the thrill of victory.

He also wants a winning team in order to feel the thrill of cashing in on 4 to 1 odds.

We like to see the gung-ho recruiter at work.

The police would like to see him at work, too.



LESSON 2

Every canoe racer needs a sure-fire method of getting out of bed.

A conventional alarm clock is too tacky for a Disneyland racer.

With this system, the secure sleeper will be able to dream of the next day's exciting events.

Dream about paddling off into the sunrise, Canoe Racer.

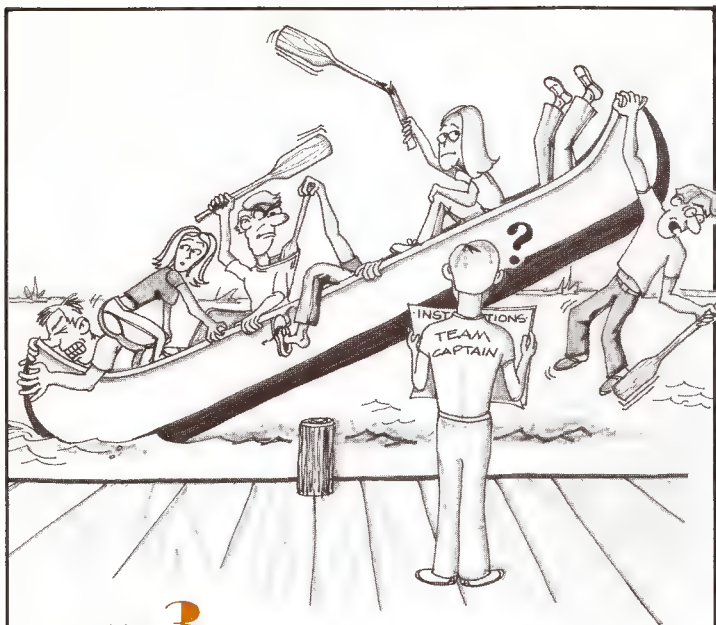
Dream about sharing companionship with new friends, Canoe Racer.

Dream about that party you stayed at until 3:00 that morning, Canoe Racer.

Canoe Racer will have plenty of time to dream while drying out in the hospital.

Recovering from muscle strain, exhaustion, and frostbite.

Continued



LESSON 3

Every canoe team needs instructions on getting into the canoe.

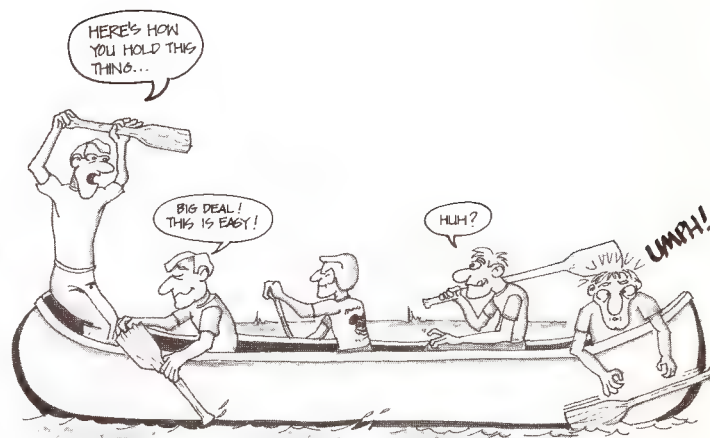
There is a trick to entering a canoe.

First, put in the left foot.

Next, put in the right foot.

Then, take out both feet, turn around, and go home.

You'll save yourself a lot of aggravation.



LESSON 4

Every canoe team needs to listen to the captain's talk.

"Attention, canoe team!

This is a canoe.

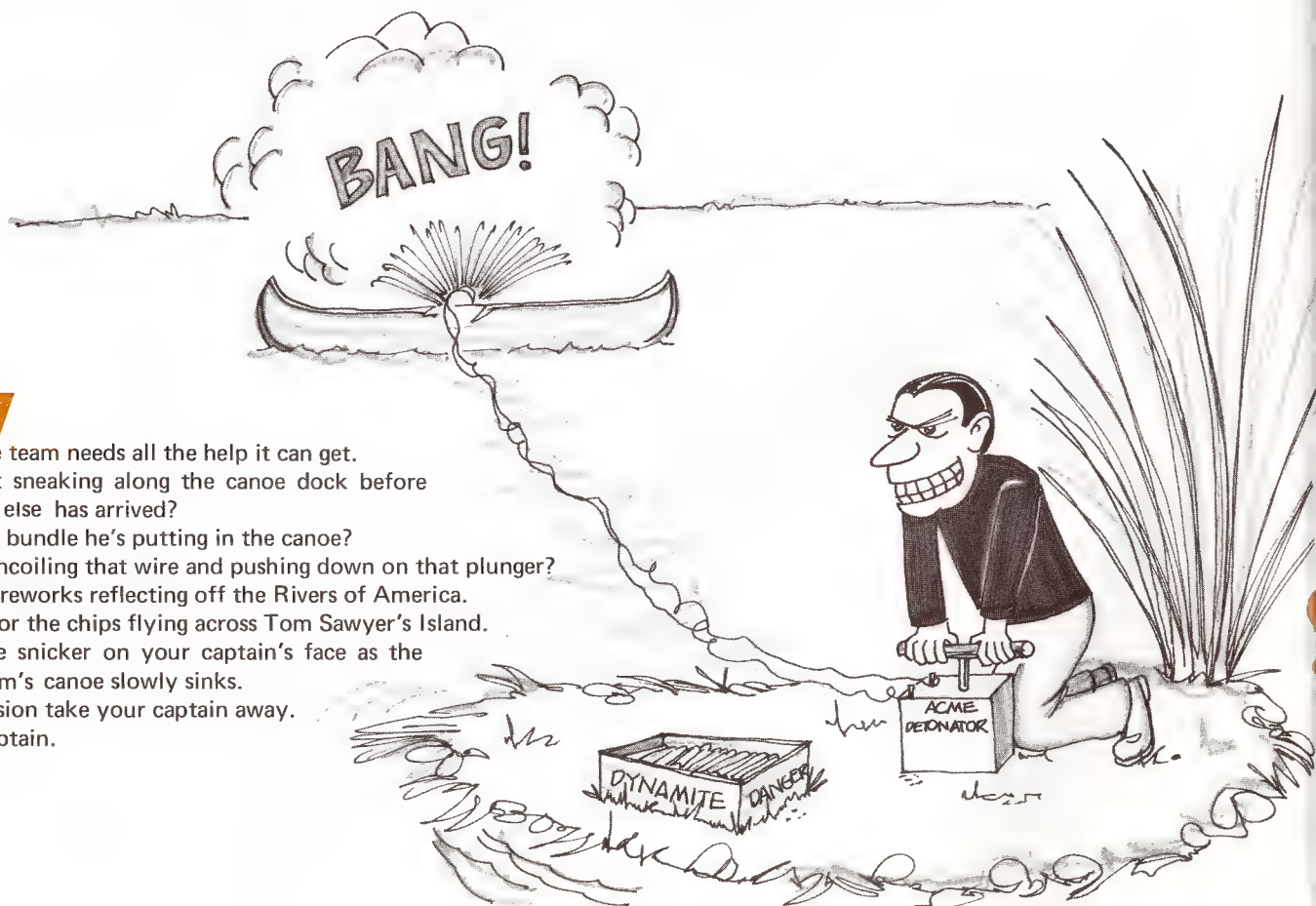
This is a paddle."

If used correctly, the paddle will make the canoe glide gracefully around the Rivers of America.

If used incorrectly, the paddle could make the canoe glide gracefully to the bottom of the Rivers of America.

"This is an Aqua lung.

Just in case."



LESSON 7

Every canoe team needs all the help it can get.

Who is that sneaking along the canoe dock before anyone else has arrived?

What is that bundle he's putting in the canoe?

Why is he uncoiling that wire and pushing down on that plunger?

Enjoy the fireworks reflecting off the Rivers of America.

Watch out for the chips flying across Tom Sawyer's Island.

Look at the snicker on your captain's face as the other team's canoe slowly sinks.

See Supervision take your captain away.

Bye-bye, captain.



LESSON 5

Every canoe team needs to develop their skills for the trial run. Coordination of efforts is of the utmost importance. The technique must be perfect. The switches must be precise. The paddling must be quick and powerful. But it must all be going in the same direction. Oops.



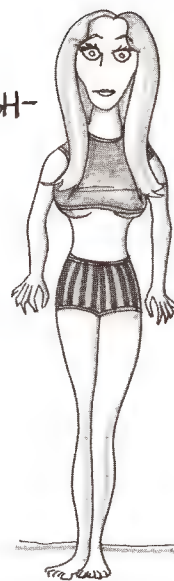
LESSON 8

Every canoe team needs to exert all their efforts in the final race. Everyone must work together to win. Watch the swift canoe speeding around the river. Look at the canoe team struggling valiantly. See the outboard motor attached to the winning canoe. No strokee, no trophy.

NEW-



AFTER
ONE WASH-



LESSON 6

Every canoe team needs to wear matching T-shirts. The T-shirts usually say funny things. Wearing team T-shirts will help develop a sense of pride. Wearing team T-shirts will help develop team spirit. Wearing team T-shirt will also help develop pneumonia and loss of circulation. Why? Because in the fury of canoe racing the soaked T-shirts will shrink to the size of a wet rag. Hopefully, the loss will be covered under employee's compensation.



LESSON 9

Every winning canoe team needs a token of their victory. What else besides an engraved trophy? After beating the sun out of bed every day. After straining every muscle in your body. And after surviving on No-Doz and doughnuts. Three strokes you're out, Canoe Racer.

Some 20 years ago, two men from Walt's staff sat down and developed an innovative presentation they called, "You'll Create Happiness." Given to all new Disneyland employees, its theme embraced the Disney philosophy and emphasized the idea that their products was, indeed, to "create happiness." The men's names were Van France and Dick Nunis.

The new orientation was literally the first of its kind, and soon other major companies copied the exciting approach. New Yorker magazine devoted a story to it. It was fresh and creative. It was Disney.

Since then, Orientation has progressed from infancy to a present day effectiveness that all Disney people may be proud of. Faced with the realization that a noticeable gap had developed between the information as presented in the Orientation, and the actual, on-the-job experiences, the University staff recently placed the entire program under close scrutiny. With the help of several other interested people, all aspects of the presentation were slowly and thoroughly evaluated as to their desirability



Dick Nunis and Van France . . . it all began here.

"Welcome to the Park!.."

University leader Ken Mallory begins his presentation.



and effectiveness. The result: a down-to-earth, realistic effort that is both enthusiastically presented and positively communicated. Interestingly enough, the emphasis has been placed on where it was when Dick and Van began it: to the age-old challenge of happily dealing with human nature — and succeeding.

The Orientation itself is spread over two days; the first is devoted to important factual material presented by qualified Area Trainers. The information covered includes time card procedures, costumes and lockers, parking policies, shift changes, etc. The following morning, the group of new Hosts and Hostesses spend several hours upstairs at the University watching, listening, and hopefully . . . remembering.

The formalized, classroom-type of atmosphere where stiff introductions were followed by a salaried staff member's presentation of Disney philosophy and goals has been transformed into a warmer, informal arrangement where a two-way dialogue is encouraged. After taking advantage of an ample supply of coffee and donuts, the newcomers relax in a semi-circular grouping of chairs located in the University Stage Room. Here, and for the remainder of the day, they are exposed to explanations, suggestions and sometimes humorous examples from the primary person who will help them form an enthusiastic perspective on their new job with Disneyland — the University Leader. Representing different areas in the Park and recommended by their Managers, University Leaders go through a careful selection process and subsequent training in verbally presenting

and physically coordinating the orientation. Dressed in their area costumes, the Leaders paint a realistic and credible picture of what the word "Disney" really means. Primary importance is placed on clearly outlining what Disneyland will expect from them, and, what they can expect from Disneyland.

During the two-hour presentation, illustrated with large boards filled with explanatory color photographs of employees, guests, and Park scenes, the impression is consistently made: "Whether you work at the Park for the summer, for three summers or for ten years, we hope you'll look back at your experiences at Disneyland and say to yourself, 'I'm glad I did that . . . I learned a lot about people . . . a lot about myself.'" Occasionally, the young and sometimes quizzical faces express confusion at what their role at Disneyland really will be. It is in these first few days that hopefully they realize the answer: regardless of where they will be working, **their** job is an all-important contribution to the total Disneyland Experience . . . the total Show. In a partial sense of the word, they are all entertainers, and as such, have a responsibility to treat the guests — the audience — in the best way possible.

It is here that an especially conscious effort is made "to tell it like it is." "The friendly guest is 99% of our audience; it's that 1% that requires you to be a real 'people specialist'." To this end, ways of retaining your sense of humor while patiently responding to any one of a dozen seemingly ludicrous and/or repetitive questions are discussed. "The magic of Disneyland is all around

Continued

Dave Melanson, University leader, helps with the sign-in before his orientation.





University coordinator Vicki Stowe checks in an early morning group of newcomers.



Pat Selitrennikoff



University coordinator Lee Sunstrom.


you . . . the challenge is cheerfully coping with the sometimes frustrating human nature that indirectly contributes to that magic." In truth, this "magic" — or "Pixie Dust" — as it has been called, is our product in every sense of the word. Perhaps de-emphasized or misplaced over the years by some, the creation of this magic is translated into reality when a guest feels compelled to comment, "They made me feel like I was the only one in the Park!" Call it what you will . . . "Pixie Dust," "Magic," "Excitement," or just plain "Fun," . . . it may be intangible to the mind, but it's very real to the senses. Walt himself perhaps expressed it best when he said, "I don't want the public to see the world they live in when they're in the Park. I want them to feel they're in another world."

In addition to giving actual examples of Park situations so they might get a further insight on "how to cope," the pillars of the Park's success — SAFETY-COURTESY-SHOW & CAPACITY, are explained and discussed in detail. Followed by an absorbing film highlighting the beginning, growth and future plans of the Disney Corporation, the "indoor" portion of the second day orientation ends.

Outside, in front of the Administration Building, a Parking Lot Tram and driver awaits the group. Here they begin a three-hour Tour/Lunch/Walk through the Parking Lot, the Main Entrance, down Main Street, and finally to all of the Backstage support areas of the Park.

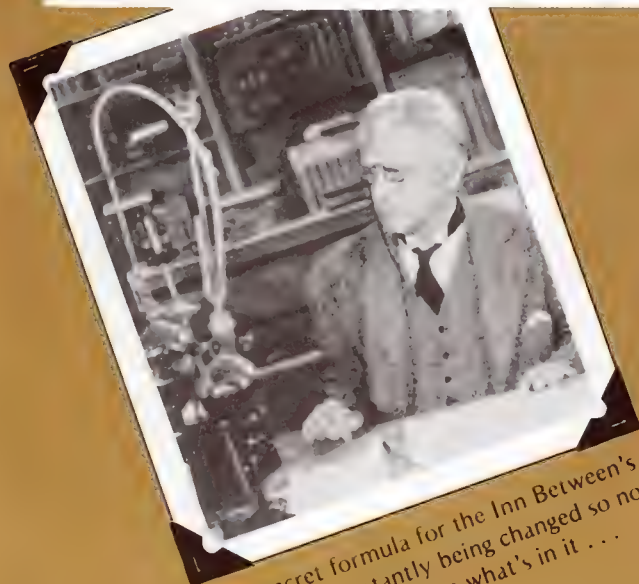
As the tram starts moving, interesting facts, figures and stories about the Lot, the Monorail, the Hotel and the Main Entrance, emanate from the overhead speakers, their University Leader manning the microphone at the rear of the tram. Walking through the Main Gate, under the Train Station and into Town Square, they read the inscription at the base of the flagpole that Walt dedicated on opening day. A dozen important locations are pointed out (City Hall, Lost & Found, Bank of America, etc.), a slow walk down to the Hub leads to more questions and answers, and finally, to a light lunch at the Plaza Inn.

Knowing how very necessary the "Backstage" areas of the Park are, the remaining hour of the tour is devoted strictly to giving the newcomers a first-hand look at what makes Disneyland tick. After viewing the unique New Orleans Main Kitchen complex, they walk back through the tunnel behind Pirates of the Caribbean, where their tram waits. Passing virtually every "behind-the-scenes" department and shop, emphasis is put on the vital role they play in the 24 hour task of "keeping the Disneyland Show on the road." From the Maintenance shops to the Pony Farm and beyond, the tram slows and/or stops at each area, while the University Leader points out the function and importance of each. At the conclusion of the tour, each and every new Host or Hostess comes away with not only a better understanding of their specific job, but a substantial appreciation for everyone else's.

Of course, Orientation is just a part of the myriad of programs, projects and services that the University undertakes or offers on a daily basis. But the heart of Disneyland is its people, and the task of helping the new ones take "their first step forward" is one of the most demanding — and rewarding — challenges to be undertaken. Those "new ones", after all, will be the people who will carry on the Disney tradition of creating happiness and goodwill for others. 

Remember your Aunt Gladys from Iowa? She stayed with you for two glorious weeks last Christmas; now she's back and is nosing around asking more questions about you and Disneyland. We both know that all the money in the world could not get you to spend a day at The Park with her, so we've put together a few more pages to add to your scrapbook from last winter's BACKSTAGE. Just stick it in her sewing basket and head for the beach . . .

And this is where I work... (Summer Supplement)



The secret formula for the Inn Between's coffee is constantly being changed so no one will ever learn what's in it . . .



Foremen's meetings are always devoted to serious business with no frills or wasted time . . .



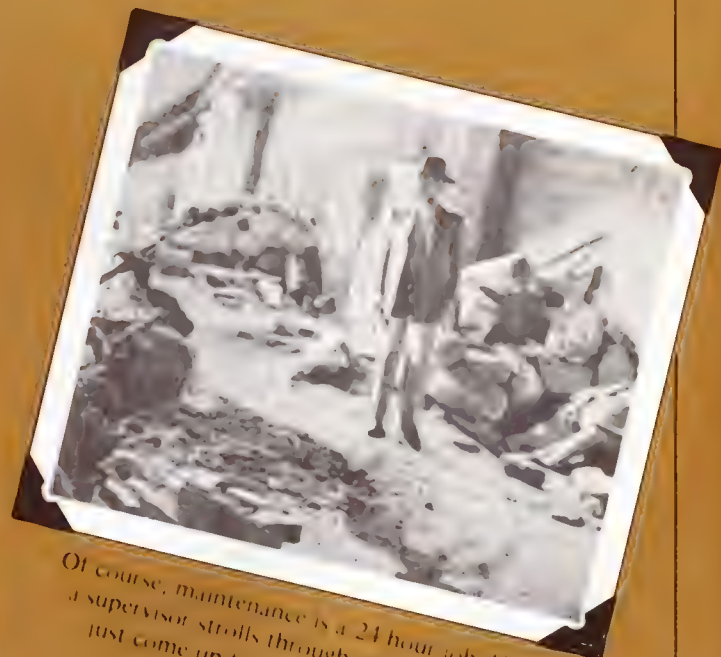
One of the most exhilarating sights is the thousands of guests walking in from the Parking Lot for the 8 a.m. opening . . .



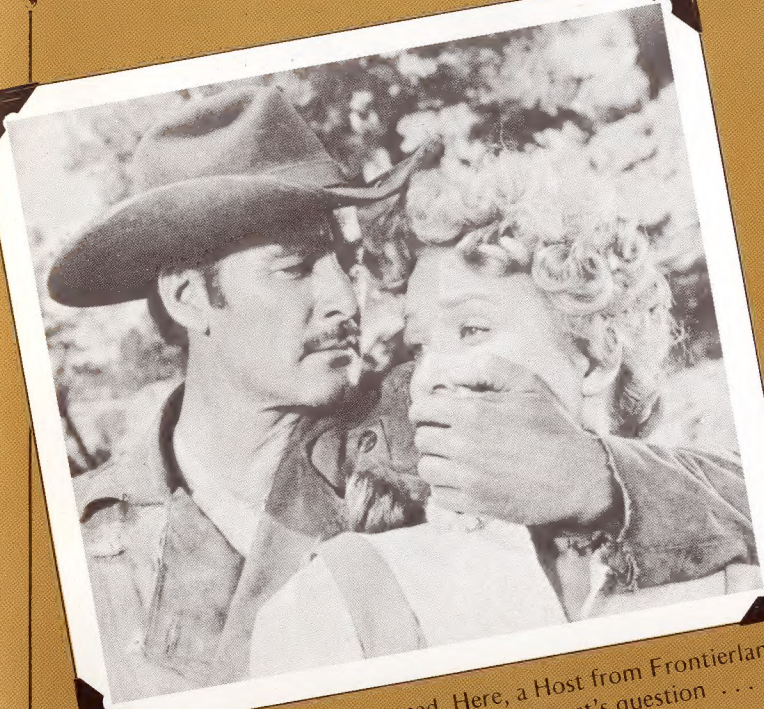
Misunderstandings and differences of opinion are usually resolved in friendly, personal talks between the parties involved.



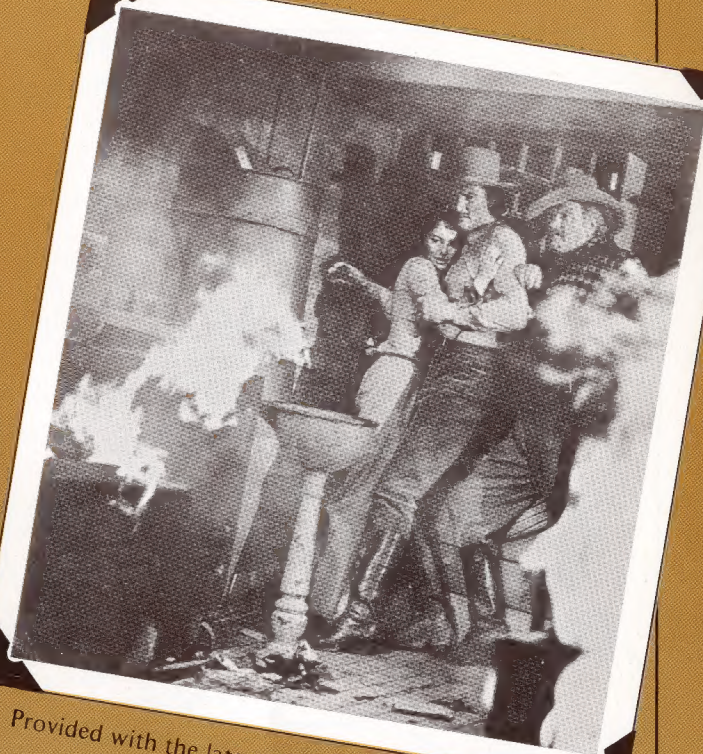
Security Officers are especially watchful at the Park's entrance for clever guests trying to sneak over, under and through the Main Gate.



Of course, maintenance is a 24 hour job. Here a supervisor strolls through an area that has just come up from a 6-week rehab.



Courtesy is constantly stressed. Here, a Host from Frontierland responds appropriately to a typical guest's question . . .



Provided with the latest equipment, our cafeteria staff cooks our food quickly and safely . . .



The supervisors in charge of scheduling work tirelessly, but sometimes need the help of their peers to give us all those terrific shifts . . .

FOR THE WARM DAYS AHEAD,
A REFRESHING SELECTION,
OF SUMMER SPECIALTIES FROM
DISNEYLAND'S KITCHENS...

GOURMET GROUP...



FRUIT SALAD

... From the Tahitian Terrace

- | | |
|-------------------------|--------------------------|
| 1 head lettuce | 1 canned peach |
| 2 slices honeydew melon | 1 canned pear |
| 2 slices cantaloupe | 1 canned red pear |
| 2 slices peach | 1 canned mint pear |
| 2 slices apple | 2 oz. canned mixed fruit |
| 2 slices pineapple | 1 scoop sherbet |
| 8 grapes | 1 banana |
| 4 strawberries | 1 maraschino cherry |

Place large lettuce leaves in bowl to form a high border. Chop remaining lettuce and place in middle to form a high center. Place in center 2 oz. of canned mixed fruit. Start a circle with the fresh fruit — one slice of honeydew, one slice of peach, etc., until all of the fresh fruit is used up except grapes, strawberries and banana. Place 3 grapes and 3 strawberries on salad so that they bring out the colors of the other fruit. Place one scoop sherbet on top, and cut banana in half lengthwise placing one slice on either side of sherbet. Top with strawberry, cherry and grape. Makes one salad.

PLAZA TERRACE PUNCH

... From the Plaza Terrace

- 1/2 gal. lemon sherbet
- 1 qt. lemonade concentrate
- 1/2 gal. water

Mix all ingredients well and serve over lots of ice. Makes 1 gallon.



MELBA SAUCE FOR FRUIT SALAD

... From the Blue Bayou

- 1 egg white
- 1/4 lb. granulated sugar
- 1 1/2 qts. black raspberry jelly
- 1/4 cup half & half

Mix all ingredients well and serve in a small cup on side. Makes 2 qts.



PINEAPPLE RIB SAUCE

... From the Tahitian Terrace

- 2 qts. catsup
- 1/2 cup soy sauce
- 1/4 cup vinegar
- 1/4 cup molasses
- 1/8 cup whole cloves
- 1 3/4 lb. brown sugar
- 1/2 cup crushed pineapple

Add all ingredients in mixing bowl adding brown sugar a little at a time. Mix well, strain and add pineapple. Makes 3 1/4 qts.

As the summer progresses, your temper may become a tad shorter and your shining attitude may tarnish a little. A mistake here and a mishap there may be overlooked, but

"You Know You're Really in Trouble--"

- ... when the guest with whom you were having a discussion asks directions to City Hall.
- ... when you feel compelled to cover your name tag.
- ... when you're late for your shift and a guest asks you to explain how the ticket book works.
- ... when the party you wouldn't let sit in the front seat are from the Ohio State football team ... and it's January 2.
- ... when that finger that's tapping your shoulder is connected to your supervisor's arm.
- ... when you just ran out of hot dogs and here comes the Cucamonga Little League.
- ... when your foreman is checking his watch as you come back from your usual 25-minute break.
- ... when the Haunted Mansion, Pirates of the Caribbean, and the Jungle Cruise all break down and you're working the Swiss Family Treehouse.
- ... when you're in a hurry to get dressed and discover that very crucial button on your costume is missing.
- ... when you scream at the eighteenth guest who asks you what time the 9:00 parade starts.

... and you know you're **really** in trouble when you're so engrossed reading the latest issue of **Backstage Disneyland** that you don't notice Ron Dominguez staring at you. 🙄

Uh-oh.



